

## Level 3 Library, Information & Archive Services Assistant Apprenticeship Job Description

### Role Purpose

This is an entry level role aimed at bringing new talent into the organisation and offering a development opportunity to someone in our community.

The focus of this apprenticeship will be on:

- Supporting the work of the council by contributing to the delivery of services and projects allocated and supported by a supervising manager.
- Learning the knowledge, skills and behaviours required of the role.
- Completing a programme of study at level 3 which is relevant to the role.
- Learning to model Surrey County Council's Values.
- Carrying out the role with enthusiasm, integrity and professionalism.
- Delivering a high quality modern public library service for those who live work or study in Surrey.
- Assisting customers providing excellent customer service.
- Contributing to the delivery of the programme of activity and events within library buildings.

### Work Context

The Library Apprenticeship role is a customer facing role in a public library environment and can be mentally and physically demanding. Apprentices are required to work flexibly to meet the library opening hours which includes evening and weekends.

Library Apprentices assist in the day-to-day operations of front-line library service delivery and work under the direction and supervision of library Branch Managers. They are expected to be proactive and maintain a positive attitude towards colleagues and customers when handling queries. They will also need to be willing to travel to and work from any library locations within the Guildford group of libraries as and when required.

### Representative Accountabilities

- Undertake a course of studies and develop a broad range of library skills within the requirements of the service to achieve a nationally recognised Apprenticeship.
- To work towards demonstrating the Knowledge, Skills and Behaviours required to achieve the Library, information and archive services assistant apprenticeship standard.
- To develop a working knowledge of Surrey County Council's policies and procedures in line with the requirements of the apprenticeship standard.
- Provide high standards of customer care and communication skills to ensure the library service continues to operate efficiently and effectively.
- Under supervision work closely with other team members to assist in a range of projects and service developments.
- Through personal example promote the values and behaviours (including equalities) that underpin the Council's organisation strategy.

## Duties for all

- Values: To uphold the values and behaviours of the organisation.
- Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.
- Health, Safety & Welfare: To work alongside colleagues in the maintenance of a safe working environment reporting incidents, accidents, repairs and maintenance promptly and taking appropriate action as required. Adherence to safe working under the health and safety policy is required.
- To have regard to and comply with safeguarding policy and procedure as appropriate.

## Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics

- Ability to work towards and achieve a level 3 apprenticeship.
- Educated to GCSE level (or equivalent)
- GCSE 9-4/A\*-C in Maths (or equivalent)
- GCSE 9-4/A\*-C in English (or equivalent)

## Details of specific qualifications and/or experience required for role in line with role outputs.

- Able to demonstrate basic numeracy and literacy, e.g. through GCSE qualification in English and Maths.
- Accuracy and ability to follow instructions.
- Able to manage own time effectively and to work effectively and flexibly as part of a team.
- Good interpersonal skills and able to provide a high standard of customer care.
- Able to communicate effectively and politely with members of the public.
- Good IT skills.

## Role summary

Apprentices will usually have little prior knowledge or experience of working in a library environment and will be interested in pursuing a career in libraries and require training

The apprenticeship role is to:

- work as part of a team performing routine duties to support the library team.
- support the delivery of library and information services to a high standard.
- assist in the delivery of activities and events.
- work towards achieving a qualification by learning a range of activities and procedures, developing capabilities through learning on the job and/or formal study.
- be able to plan and prioritise work and training activities.